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STAAS & HALSEY LLP SUITE 700 1201 NEW YORK AVENUE, N.W. WASHINGTON, DC 20005			EXAMINER LIN, KENNY S	
			ART UNIT 2152	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/066,585	Applicant(s) NAKAMURA ET AL.	
	Examiner Kenny Lin	Art Unit 2152	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 05 March 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some * c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. Claims 1-20 are presented for examination. Claim 20 is new.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 3-10, 12-18 and 20 are rejected under 35 U.S.C. 102(e) as being anticipated by Shafiee et al (Shafiee), US 7,062,465.
4. Shafiee was cited in the previous office action.
5. As per claim 3, Shafiee taught the invention as claimed including a processing apparatus, comprising
 - a. A signal receiving unit receiving a request from a first control unit (col.8, lines 45-61);
 - b. An execution unit executing processing in response to the request and generating processing results (col.6, lines 28-53, col.8, lines 35-44); and

- c. A remote operation control unit transmitting the processing results to the first control unit and to the second control unit different from the first control unit that is in a group relationship with the first control unit responsive to the request, where the first control unit operates as a master in a master-slave communication established between the first control unit and the second control unit (col.4, lines 25-30, col.5, lines 5-10, 17-22, 66-67, col.6, lines 1-7, 28-43, 48-55, col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35).
- 6. As per claim 4, Shafiee taught the invention substantially as claimed in claim 3. Shafiee further taught that the request is to remotely operate the second control unit (col.4, lines 25-30: control the kiosk, col.5, lines 66-67, col.6, lines 1-7, 28-43, 48-55).
- 7. As per claim 7, Shafiee taught the invention as claimed including a management apparatus, comprising:
 - a. A signal receiving unit receiving a request from a first apparatus (col.4, lines 25-30, col.5, lines 66-67, col.6, lines 1-7, 28-55, col.8, lines 35-61);
 - b. An execution unit executing processing in response to the request and generating processing results (col.6, lines 28-53, col.8, lines 35-44); and
 - c. A remote operation control unit transmitting the processing results to the first apparatus and to a second apparatus different from the first apparatus and is in a group relationship with the first apparatus responsive to the request, where the first apparatus operates as a master in a master-slave communication established

between the first apparatus and the second apparatus (col.4, lines 25-30, col.5, lines 5-10, 17-22, 66-67, col.6, lines 1-7, 28-43, 48-55, col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35).

8. As per claim 10, Shafiee taught the invention substantially as claimed including a computer system, comprising:

- a. A first apparatus (fig.1: agent station);
- b. A management apparatus receiving processing requests from the first apparatus, executing processing in response to the processing requests, and generating processing results (col.6, lines 28-53, col.8, lines 35-44); and
- c. A second apparatus remotely operated by the first apparatus and is in a group relationship with the first apparatus (col.4, lines 25-30: control the kiosk, col.5, lines 66-67, col.6, lines 1-7, 28-43, 48-55), wherein the management apparatus simultaneously transmits the processing results to the first apparatus and to the second apparatus, and the second apparatus executing processing in response to the processing results, where the first apparatus operates as a master in a master-slave communication established between the first apparatus and the second apparatus (col.4, lines 25-30, col.5, lines 5-10, 17-22, 66-67, col.6, lines 1-7, 28-43, 48-55, col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35).

9. As per claim 12, Shafiee taught the invention as claimed in claim 10. Shafiee further taught that the request is a request to obtain a web page (col.12, lines 54-62), the execution unit

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obtains the web page (col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35), and the remote operation control unit simultaneously transmits the web page obtained by the execution unit to the first control unit and to the second control unit (col.4, lines 25-30, col.5, lines 5-10, 17-22, col.13, lines 31-38).

10. As per claims 13 and 17-18, Shafiee taught the invention as claimed including a remote operation method and process, comprising:

- a. Receiving a processing request from a first control unit operating as a master in a master-slave communication established between the first control unit and a second control unit (col.4, lines 25-30, col.5, lines 66-67, col.6, lines 1-7, 28-43, 48-55, col.8, lines 35-61), executing processing in response to the request and generating processing results (col.6, lines 28-53, col.8, lines 35-61), and transmitting the processing results to the first control unit and to the second control unit that is different from the first control unit and is in a group relationship with the first control unit responsive to the request (col.4, lines 25-30, col.5, lines 5-10, 17-22, 66-67, col.6, lines 1-7, 28-43, 48-55, col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35).

11. As per claims 5, 8 and 14, Shafiee taught the invention as claimed in claim 3, 7 and 13. Shafiee further taught that the second control unit comprises a plurality of control units (col.4, lines 16-20; one or more).

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12. As per claims 6, 9 and 15, Shafiee taught the invention as claimed in claims 3, 7, 10 and

13. Shafiee further taught that the request is a request to obtain a web page (col.12, lines 54-62), the execution unit obtains the web page (col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35), and the remote operation control unit simultaneously transmits the web page obtained by the execution unit to the first control unit and to the second control unit (col.4, lines 25-30, col.5, lines 5-10, 17-22, col.13, lines 31-38).

13. As per claim 16, Shafiee taught the invention as claimed including a remote operation method comprising:

- a. Receiving a processing request from a first apparatus connected to a second apparatus by a network (col.4, lines 25-30, col.5, lines 66-67, col.6, lines 1-7, 28-55, col.8, lines 35-61);
- b. Executing processing in response to the processing request and generating processing results (col.6, lines 28-53, col.8, lines 35-44); and
- c. Transmitting the processing results to the first apparatus and to the second apparatus that is in a group relationship with the first apparatus based on the processing request, where the first apparatus operates as a master in a master-slave communication established between the first apparatus and the second apparatus (col.4, lines 25-30, col.5, lines 5-10, 17-22, 66-67, col.6, lines 1-7, 28-43, 48-55, col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35).

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14. As per claim 20, Shafiee taught the invention as claimed including a remote operation method of controlling devices, comprising:

- a. Receiving a request from a first device to remotely operate a second device (col.4, lines 25-30: control the kiosk, col.5, lines 66-67, col.6, lines 1-7, 28-43, 48-55);
- b. Identifying a group relationship of the first device and the second device, said group relationship indicating whether the first device and the second device are operating as a master device or a slave device in a master-slave communication (col.4, lines 25-30, col.5, lines 66-67, col.6, lines 1-7, 28-55, col.8, lines 35-61, col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35);
- c. Receiving a request to receive web page content from the first device identified as the master device (col.4, lines 54-56, col.5, lines 17-22, col.12, lines 54-62, col.13, lines 39-45, col.14, lines 32-35); and
- d. Transmitting the web page content to both the first device and the second device in response to said request from the first device (col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35).

Claim Rejections - 35 USC § 103

15. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

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16. Claims 1-2, 11 and 19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Shafiee et al (Shafiee), US 7,062,465, in view of Butler, US 6,584,493.

17. Butler was cited in the previous office action.

18. As per claim 1, Shafiee taught the invention substantially as claimed including a method, comprising:

- a. Sending a request from a first device to a management device to remotely operate a second device (col.8, lines 45-61);
- b. Establishing, by the management device, a remote operation relationship between the first device as a master device and the second device as a slave device in a master-slave communication established between the first device and the second device (col.4, lines 25-30: control the kiosk, col.5, lines 66-67, col.6, lines 1-7, 28-43, 48-55);
- c. Sending another request from the first device to the management device to obtain a web page (col.12, lines 54-62, fig.1: module 164);
- d. Obtaining the web page by the management device from a web server and sending the web page to the first device and to the second device that is in a group relationship with the first device (col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35); and

- e. Displaying the web page on a display of the first device and the second device, where the second device responds to commands of the first device operating as the master device (col.4, lines 25-30, col.5, lines 5-10, 17-22, col.13, lines 31-38).

19. Shafiee did not specifically teach to disable user operations of the second device. Butler taught to disable user operations of the slave device by locking mouse and keyboards (col.3, lines 17-21). It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Shafiee and Butler because Butler's teaching of disabling input operations ensures the users of Shafiee's method to view information displayed on the screen without interruption.

20. As per claim 2, Shafiee taught the invention substantially as claimed including a remote operation system, comprising:

- a. A management device (fig.1: call center server);
- b. A first device connected to the management device via a network (fig.1: agent station); and
- c. A second device connected to the management device via a network (fig.1: kiosk),

Wherein the first device sends a request to the management device to remotely operate the second device (col.8, lines 45-61), the management device establishes a remote operations relationship including a master-slave communication between the first device as a master device and the second device as a slave device (col.4, lines 25-30: control the kiosk, col.5, lines 66-67,

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col.6, lines 1-7, 28-43, 48-55); the first device sends another request to the management device to obtain a web page (col.12, lines 54-62, fig.1: module 164), the management device obtains the web page from a web server and sends the web page obtained to the first device and to the second device that is in a group relationship with the first device (col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35), and the first device and the second device each display the web page on a display and the second device responds to commands of the first device operating as the master device (col.4, lines 25-30, col.5, lines 5-10, 17-22, col.13, lines 31-38).

21. Shafiee did not specifically teach to disable user operations of the second device. Butler taught to disable user operations of the slave device by locking mouse and keyboards (col.3, lines 17-21). It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Shafiee and Butler because Butler's teaching of disabling input operations ensures the users of Shafiee's method to view information displayed on the screen without interruption.

22. As per claim 11, Shafiee taught the invention substantially as claimed in claim 10. Shafiee did not specifically teach that the user operation of the second apparatus is disabled when the second apparatus is being remotely operated. Butler taught to disable user operations of the slave device by locking mouse and keyboards (col.3, lines 17-21). It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Shafiee and Butler because Butler's teaching of disabling input operations ensures the users of Shafiee's method to view information displayed on the screen without interruption.

23. As per claim 19, Shafiee taught the invention substantially as claimed including a remote operation method of controlling devices, comprising:

- a. Identifying a group affiliation of a first device requesting a connection (col.5, lines 62-65, col.8, lines 45-61, col.9, lines 64-67, col.10, lines 1-15);
- b. Transmitting a request of the first device to a second device having the group affiliation of the first device to obtain information on behalf of the first device, the first device operating in a master-slave communication established between the first device and the second device (col.4, lines 25-30, col.5, lines 5-10, 17-22, 66-67, col.6, lines 1-7, 28-43, 48-55, col.13, lines 31-38, col.14, lines 4-9, col.18, lines 33-35); and
- c. Establishing a remote operation between the second device operating as a master client and the first device operating as a slave client (col.4, lines 25-30: control the kiosk, col.5, lines 66-67, col.6, lines 1-7, 28-43, 58-55).

24. Shafiee did not specifically teach to disable user operations of the first device. Butler taught to disable user operations of the slave device by locking mouse and keyboards (col.3, lines 17-21). It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Shafiee and Butler because Butler's teaching of disabling input operations ensures the users of Shafiee's method to view information displayed on the screen without interruption.

Response to Arguments

25. Applicant's arguments filed 3/5/2007 have been fully considered but they are not persuasive.

26. In the remark, applicant argued (1) Shafiee does not teach to establishing a master-slave communication between first and second devices in a group relationship. (2) Shafiee does not teach where the control unit or device operating as a slave device **comprises** a plurality of control units (as claimed in claims 5, 8 and 14). (3) No motivation in combining Shafiee and Butler.

27. Examiner traverse the arguments:

As to point (1), Shafiee taught a master-slave communication where the agent station is allowed to control the kiosk (col.4, lines 25-30: agent can control the kiosk, col.5, lines 66-67, col.6, lines 1-7, 28-43, 48-55). Remote controlling is a well-known method in the art, which the controlling unit functions as the master in controlling the slaves operations. Furthermore, this also group the master and slave devices in a group relationship since the master and slave units are established in a communication group. Since the claims fail to define what type of “group relationship” the devices are in, Shafiee reference reads on the current claim languages and the current claims maintain rejected.

As to point (2), the current claim language “the second control unit comprises a plurality of control units” is interpreted by the examiner as “second control unit *representing* a plurality of control units” since it is logically contradicting to have one control unit to **contain** other control

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units of the same type (e.g. device A comprises many devices A within itself). This interpretation is also supported by claims 8 and 14 with the claim language of “second apparatus **IS** a plurality of apparatuses”. According to such interpretation, Shafiee’s teaching of the system having one or more kiosk satisfies such limitation. If the intended meaning of these claims are differ from what was interpreted, further explanation and/or amendment is need by the application to point out the distinctions.

As to point (3), in response to applicant's argument that there is no suggestion to combine the references, the examiner recognizes that obviousness can only be established by combining or modifying the teachings of the prior art to produce the claimed invention where there is some teaching, suggestion, or motivation to do so found either in the references themselves or in the knowledge generally available to one of ordinary skill in the art. See *In re Fine*, 837 F.2d 1071, 5 USPQ2d 1596 (Fed. Cir. 1988) and *In re Jones*, 958 F.2d 347, 21 USPQ2d 1941 (Fed. Cir. 1992). In this case, the motivation can be found in the knowledge generally available to one of ordinary skill in the art and was provided by the examiner. While allowing remote controlling of the operation from the agents of Shaiffee’s teaching, one would have been motivated to disable the user operation on the kiosk side to eliminate conflicts or interruption for the agent. Butler taught to disable user operations of the slave device by locking mouse and keyboards (col.3, lines 17-21). It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Shafiee and Butler because Butler’s teaching of disabling input operations ensures the users of Shafiee’s method to view information displayed on the screen without interruption.

Conclusion

28. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

29. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kenny Lin whose telephone number is (571) 272-3968. The examiner can normally be reached on 8 AM to 5 PM Tue.-Fri. and every other Monday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Bunjob Jaroenchonwanit can be reached on (571) 272-3913. The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

ksl
May 10, 2007

A handwritten signature in black ink, consisting of a stylized first name followed by a last name starting with a large 'Z'.